



## Complaints Procedure

At KennCo Underwriting Ltd we aim to provide insurance cover and service of the highest standards. However, we accept that things can go wrong and we would rather be told about any difficulties than have a dissatisfied client. If you feel that we have been unreasonable in any aspect of the handling of your insurance please follow the procedure below:

1. In the first instance please write to:- The Complaints Manager, Kennco Underwriting Ltd., Suite 7, Grange Road Office Park, Grange Road, Rathfarnham, Dublin 16. Please quote the reference number stated in the Schedule in any correspondence.
2. Should you still remain dissatisfied you are entitled to take your complaint to: The Managing Director, Axiom Underwriting Agency Limited, First Floor, Orchard House, Westerhill Road, Coxheath, Maidstone, ME17 4DH.
3. Should you remain dissatisfied you are entitled to take your complaint to the representative of Lloyd's in Ireland: Lloyd's Ireland Representative Ltd., 70 Sir John Rogerson's Quay, Dublin 2. [lloydsireland@lloyds.com](mailto:lloydsireland@lloyds.com)
4. If you are not satisfied with the results of our investigation, you have the right to refer your complaint to an independent authority for consideration. Your complaint should be referred to: The Financial Services Ombudsman's Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. These arrangements for the handling of complaints are entirely without prejudice to your rights in Irish law and you are free at any stage to seek legal advice and take legal action.

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